

Ordsall Health Surgery PPG Meeting

Wednesday 10th April 2024 5pm-6pm

No:	Item	Actions
1	Apologies: All confirmed Last minutes	SW, SA, LG, WR, AK The minutes from the last meeting were agreed and confirmed
2:	New PPG member	Arvid has joined our PPG, members and staff introduced themselves and welcomed Arvid to the group.
3	Mandy stepping down from PPG	After 16 years as the non-clinical lead for the PPG, Mandy has decided to step down. Now that she is working part time, and no longer working in the capacity of practice manager she feels this is the right decision to make. Obviously, Mandy will be standing in during the absence of the practice manager as and when needed.
4	Friends & Family	Discussed feedback, lots of positive comments again from the previous 3-months. Jan, Feb & March 2024. Again, not many responses and between 154 – 170 surveys are sent out, but no more than 50 responses were returned. RN advised the practice has also done their own survey, patients that have recently visited the practice have been sent a text message following their visits to the surgery, this is to get individual feedback on the clinician they have seen. However, one patient advised that she had recently been in to see a clinician but did not receive the text. Although, other PPG members advised that they had received it. This has now been closed as we have enough feedback, which will be shared at the next PPG meeting. PPG advised that when they are booking into the PCN (hub), Saturday surgery or blood clinics they receive two text messages. One from the practice soon after they have booked their appointment confirming date, time and venue which states Pendleton

		<p>Gateway. They then receive a reminder text from the PCN (hub.) However, this message is always slightly different in that the venue is Clarendon Surgery. So, they are not sure where they should be going, and not everybody knows that Clarendon surgery is based inside Pendleton Gateway. MD to feed this back to the PCN (hub)</p>
5	<p>Self-examination room. PPG inquired about this room. (a) what is it used for? (b) Can we sign post it better to make patients aware it's there? Can we utilise it better? (c) Is it checked regularly?</p>	<p>The room has a blood pressure machine and weighing scales in there. Patients can just pop in and check their BP and weight, they can then leave the data with reception who can then add this data onto the patient's electronic record. We also use this for new patient registrations that we take at the front desk in the same way. The room is also used if patients want to talk in confidence to staff members. The room is not checked regularly. RN suggested that 1 or 2 members of the PPG are more than welcome to do regular walk rounds in the surgery, where we can pick things up, make suggestions/improvements. This could be with the practice manager and RN. PPG happy to plan to do this. MD to inform SW PPG suggested moving the screen from reception as this was only put up for COVID reasons, also brought to our attention that the TV screen is still not playing correctly, no sound, and patients still confused if being called in person, by the clinician or called via the screen. MD advised she thought this had been sorted but will feedback to SW & reception team.</p>
6	<p>GP Fellowship Programme</p>	<p>Dr Carrier, our salaried GP is halfway through this programme and is currently working on a quality improvement project for 'fairer health' Gaining insights from the community and working with public health inequalities team. RN advised that Jordan Moore, from the health inequalities team would like to come and meet with the PPG, he has also offered to help promoting the PPG. Looking at various ways to engage patients e.g., virtual zoom/Microsoft teams but also keep the 3-month face to face meeting. PPG happy with this. Dr Carrier is also looking into creating a practice newsletter, maybe every quarter. Dr</p>

		Muress is in the process of creating a practice leaflet information booklet, once this is complete, we will share with the PPG.
7	AOB	PPG thanked practice for being proactive with promotional stuff etc. on social media and updating the PPG notice board.
8	Duplicate ring tone whilst holding talking to reception	PPG advised that there is a telephone ringing in the background on a few occasions. Apparently, reception staff cannot hear the ring tone, but the caller can. Practice not been made aware of this before, but MD will feedback to SW